

Minutes of the Information Management Panel
Friday, July 15, 2005

Bruce called the meeting to order at 8:40 a.m.

Present: Supervisors Genia Bruce (chair), Jim Behrend and Bill Mitchell. **Absent:** Supervisor Duane Paulson.

Also Present: Information Systems Manager Michael Biagioli, Consultant Donn Hoffmann, Applications Development Administrator Wayne Naegle, Emergency Preparedness Director Richard Tuma, Office Services Coordinator Windy Jicha, Web Master John Zur.

Approve Minutes of June 10, 2005

MOTION: Behrend moved, Mitchell second, to approve the meeting minutes of June 10, 2005. Motion carried: 3-0.

Future Agenda Items

- Crystal Report Writer and Spillman

Upcoming Meetings

- September 2 (Behrend will not be at this meeting.)
- November 4
- December 9

Update on the Health and Human Services Analysis

Hoffmann began his analysis of HHS on May 2. There will be four phases of his analysis. Hoffmann plans on completing his analysis and presenting his findings to the Department of Administration by October 31.

1. Solutions Planning – Hoffmann has reviewed the vendor evaluations (back to 1995), project evaluation for all systems used today and all proposed project requests. Yesterday he met with Senior Services staff to discuss SAMS. He needs to complete the review of the business workflow diagram. He was told that this diagram was available. Hoffmann reviewed the current diagram and found it does not have any high-level data for the analysis. He will work with staff to design an updated diagram illustrating how the HHS computer systems work together. Lastly, he will visit the HHS business units to review operations and talk to staff.
2. Solutions Requirements –The business process analysis is done in this phase. Hoffmann will forecast the department's short and long-term needs, exam the technology approach including the design and review of available software
3. Integrated Software Approach – Hoffmann will investigate vendors that could be used replace the current software. He will obtain all necessary specifications and complete overlays of business processes and equate those to other company products. He will also exam infrastructure and staff requirements.
4. Business Case Workbook Analysis – In this phase, Hoffmann will complete the business case analysis including benefits recommendations, risk analysis and return on investment.

Hoffmann said based on his understanding, the business analysis will be completed in 2005 and an RFP will be issued in 2006. The earliest he anticipates anything being completed is in 2007.

Mitchell asked if Hoffmann had help to design the diagram? Hoffmann said Chrisman will help him with this project. The current diagram is at a lower technical level than he would like for the project. The diagram will

include all projects coming from the State of Wisconsin. We have identified 30 projects the state is moving forward with. The overall impact of these projects on HHS and Information Systems is not known at this time. We've been given brief description of the projects, the amount of money set aside for them and a timeline. We'll factor the results into the business analysis and timeline. He senses that some of the HHS projects have gone on longer than necessary due to these types of unidentified projects that caused staff to be redirected.

Update on the Tax Records System Replacement

Naegle said the tax records replacement system went live June 20th. The next phase, billing and collections, is set to go live September 8th. On Fridays, the vendor sends the county a group of screens to be tested. We will have all the screens at the end of the month. We have designed the reports including business rules and have given them to Easy Access for coding. The county met with Brookfield, New Berlin and Waukesha to discuss transmitting data and generating tax bills for these communities. These communities send the county their tax data, which is imported into the county system to be updated. The go live date on the data warehouse was been moved to October 17 due to staffing issues.

Biagioli said it is important to stay on schedule because the county will not continue to support the old system. We will be printing tax bills from the new system this year.

Update on HIPAA Security

Mundt said progress on HIPAA security continues. Some risk assessments will be completed to determine if remedial action is needed for security purposes. The security policy is in the final format and will soon be distributed to the county. The required logging is being done. We want to refine the reporting piece. Ten to 15 % of the HIPPA and security updates remains. We're on track and in reasonable shape but will have to continuously revisit these issues.

Discuss Computer Room Environmental Assessment

Biagioli said in April we realized there are hotspots in the computer room due to the new server environments. The new servers are denser than the older systems. The workspaces are quite cold but behind the servers, where there is reduced airflow, it is very hot.

Mundt said we noticed a wide variety of temperatures a few months ago. The AC contractor came in and evaluated the situation. We are turning up the air conditioning units to try and compensate for these hotspots. We removed rack doors on the servers to get better ventilation and air movement. The computer room is in converted office space so there is only ten inches of space beneath the floor for air handling and wires. Because of the sub-floor, there is low headspace and no duct space to ventilate the hot air. We purchased some fans from the hardware store to better circulate the air and put in vents to send the hot air out. The temperatures have improved. After running some tests, we found that we could run on one air conditioning unit on an 80-degree day for approximately four hours if need be. During that time, some system shutdowns behind the scenes would have to occur but users would not notice.

Mundt said because this problem was caught early, there's no risk to the systems. We hope to complete a study on the problem this year or early next year to find a permanent solution. We've had discussions about moving the center to a room with a deeper floor and better air conditioning or air-handling units. He would like the results of the study by the end of this year a plan is in place for next year.

Mitchell asked when you look at the long-range plan, will this be a factor when the county goes to blade servers? Biagioli said this might affect how the county moves forward. We may have to look at different ways to communicate in the room or moving the computer room to a room that is specifically built for computer use. This is an expensive issue. There is excess space at the Communications Center we could use

temporarily until a new room could be built. The really bad areas in the room are so compact air will not flow through them.

Mundt said the Communication Center has a two-foot, raised floor. The computer room in the Courthouse has a ten-inch floor, which is used for airflow and wires. Since he has no money to make changes this year, he will try moving wires to the ceiling to see if it helps with the airflow.

Biagioli said Facilities is going to look ways to move forward. One option is to move the room to the phase IIA court expansion. Any remodeling in the Courthouse will have the same issues as the current room does all leading to potential problems and high costs. It will be expensive to revamp the computer room but there will come a point when band-aids stop working.

Mundt said if money is available, there is a large open area in the Administration Center that may work. It is usually more expensive to retrofit an older facility than it is to build new. A newer design would save money and be more energy efficient.

Discuss Information Technology Strategic Planning

Biagioli said the county is developing a strategic business plan. The Information Technology strategic plan needs to be complimentary and secondary to the business strategy. The IT strategic plan will look at some of the following items; current technology needs, future direction of IT, areas of focus, current technology versus the future of the county, etc. If Supervisors would like to see a sample of an IT strategic plan, Fairfax, Virginia has an excellent plan. The plan would be a good model to read and research.

Update on the Wisconsin Local Government Telecommunications Coalition (WTCO)

Biagioli distributed two handouts updating the committee on the progress of WTCO. The first handout, titled Exhibit B, has generated the most discussion and provides a summary of legal claims. The second handout, titled "Communications Involving WTCA Requests for a Meeting with SBC," is a timeline of communications between WTCO and SBC. The timeline shows SBC has consistently declined to meet with the coalition. Yesterday Biagioli got a communication from SBC that opens the door for a future meeting. In the communication from SBC there is recognition that Waukesha County has been over billed and SBC wants to make it right. Biagioli will try to set up a meeting for next week.

Biagioli said he has a request from an SBC representative to use Waukesha County as a model in the next request to the State of Wisconsin. Biagioli wants the Panel to understand that the WTCO's objective is to not go to litigation. If the SBC recognizes the coalition in Wisconsin, it opens the door to the same approach being applied in other states and companies. This problem is being addressed in other states. It is important to allow WTCO to act as the county's representative through the process and to find an amenable solution. If this goes to litigation, every agency must decide whether or not to enter into it. WTCO has done everything requested by SBC including sending SBC a membership list and agreement and a listing of individual claims. The coalition is in communication with state and federal representatives to help bring SBC to the table. The coalition has also been in communication with several newspapers in the state to make sure WTCO's side of the story is broadcast as much as SBC's. Waukesha County is negotiating our Centrex contract and we need resolution to make sure we are getting the best deal.

Discuss Mobile Data Computing

Biagioli said we are finalizing the infrastructure on Mobile Data Computing, which provides the framework for access to legal records and CAD from squad cars and agencies.

Tuma said currently we have one transmission site, which covers most of the county with a few dead spots. The new system will have six transmission sites. The infrastructure is in and we will begin testing coverage

next week. The initial project replaces what the police departments have now. We have applied for grants to cover the costs of voiceless dispatching for fire and police departments.

Biagioli said there is a demonstration of Spillman's upgraded mobile data system scheduled for Tuesday. A lot of participating agencies have shown interest. If all goes well, organizations can get the law records and CAD formatted in cars. All Sheriff's Department cars will have to be upgraded to mobile data computing so when the new broadcast capabilities come up, the cars can be migrated to the new environment.

Tuma said the departments might not have to replace the laptops in cars. Communities don't need to upgrade if they don't need access to Spillman. The upgrade they will allow them access and to better speed. There will be two antennas on the cars to provide a better signal.

Behrend asked if local departments need to replace their computers? Tuma said the original units scheduled for replacement are at the end of their lifespan and need to be replaced. New laptops will cost \$3K, radio modems will cost \$1,900 and the cost of the mounts varies depending on the type chosen. Tuma said we have applied for several grants to help cover the costs. The original grant was \$2.2 million and we're down to \$800K. The Cops grant requires a 25% match. You can only get the Cops grant once, so the more you apply, the better your chances are of getting it.

Motion to Adjourn

MOTION: Mitchell moved, Behrend second, to adjourn the meeting at 9:35 a.m. Motion carried: 3-0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel